

INFORMATION SERVICES

POLICY COMMITTEE

REPORT

August 9, 2007

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: August 9, 2007

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. **InterLinc eGov**

The Wi-Linc Commission met for the last time on 07/19/07 and gave final approval on the Wi-Linc Report. CIC will produce the report with all the attachments and Ken Doty will deliver it to Councilman Cook by 08/10/2007. Terry will continue to meet with the InterLinc Partners to explore new promotional efforts. The Mayor's staff decided to only issue a standard media release on the Computerworld Honors Award. Still waiting to hear on any decision on Phase II of the InterLinc Action Center (Ombudsman) system. The Web Assistant I course will be prepared with first classes planned for the fall. Chris is working with Parks Department on an updated golf web site that will include virtual tours of the course and on-line Tee Time Reservations. (Pioneers photos have been digitized). InterLinc Service maps have been converted with Google API's that also support satellite images. LSO data access to CJIS via Treo's will be tested this week.

2. **County Attorney/Public Defender Case Management System**

Public Defender is scheduled to go live this month. See ISPC status report.

3. **Equipment Management System**

See ISPC status report.

4. **Empagio Beta Project (Tesseract)**

Project activities have been shifted to deploy the standard 2006 release since the web based version had technical issues that could not be resolved by Empagio. Web based self serve modules for the employees will be developed by I.S. and made available on IntraLinc. Empagio 2006 payroll upgrade is ahead of schedule for both City and County.

5. **EnterpriseOne (PeopleSoft)**

All upgrades to the software have been completed for this year and next fiscal year. This system has been stabilized and we are expending the budgeted monthly support costs for the first time.

OPERATIONAL

The IBM z/890 Enterprise Server prime shift utilization was 53.38% in July compared with 49.68% in June. There were 2,640,616 CICS transactions executed, which included 416,126 web transactions.

The CJIS Alpha Server prime shift utilization was 51% in July compared to 57% in June.

The County PeopleSoft AS/400 prime shift utilization in July was 7.12% compared to 10% in June. Disk utilization is 57.1%.

The City Finance JDE AS/400 prime shift utilization in July was 11.10% compared to 11.91% in June. Disk utilization is 71.3%.

The Lancaster Manor AS/400 does not have Performance Monitor software to give shift utilizations, but the disk utilization is 37.9%. A new release of the American HealthCare software was received late in July. Billette requested we wait to see if we need to install it with the new MDI software acquisition coming up.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER CASE MANAGEMENT

Project Manager: Mark Wieting
Analyst: Jim Jambor

August 9, 2007

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and Attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

07/07 * Web training sessions were held July 12th, 13th, and 14th, and new versions of the software were deployed on July 16th.

Future Events:

08/07 * DefenderData will work with I.S. on the batch interfaces from JUSTICE, the Adult Corrections and Juvenile Detention. Early September has been set for a tentative implementation.

History:

10/03 * System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

01/05 * Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 * Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

- 11/05 *** The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.
- 12/05 *** Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasibility of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.
- 01/06 *** We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.
- 02/06 *** Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.
- 03/06 *** DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.
- 04/06** After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.
- 05/06 *** The County Attorney has drawn up their confidentiality agreement, and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.
- 06/06 *** All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.

- 07/06 *** DefenderData continued to load our data into their database. No other action was taken on this project.
- 08/06 *** DefenderData continued to load our data into their database and should be completed early next month.
- 09/06 *** DefenderData finished loading the data into their database and began screen changes. Workload prevented them from moving very far on this project.
- 10/06 *** DefenderData completed initial screens to display our data and we viewed them during a demonstration on October 6th.
- 11/06 *** No action was taken on this project as defenderData finished up some of their production projects.
- 12/06 *** A demonstration of both the current systems for the Public Defender and the County Attorney was held for defenderData on December 1st. This was to give them some idea of how the systems are being used, and hopefully a little insight to the behind the scenes workings. Samples of all documents printed interactively were sent to them also.
- 01/07 *** DefenderData continues to make changes to the development system.
- 02/07 *** An onsite by defenderData staff was held February 6th - 9th. They installed a development system on several PC's in the Public Defender and the County Attorney's offices, and allowed staff to use the system and provide feedback while they performed requested changes. They left the system in place while they returned to Utah, where they will be responding to additional change requests as they come up. They have stated that they feel the Public Defender could be live by the end of March.
- 03/07 *** DefenderData continues to accept changes proposed by the Public Defender and County Attorney. A spokesman for the company feels that the Public Defender could be implemented by the end of May, 2007.
- 04/07 *** The Public Defender had a conference call with defenderData to review a list of change requests. They will categorize each request as to if it will be addressed immediately, as part of a second phase, or will only be done per charge.
- 05/07 *** DefenderData continued to complete requested modifications. At this point, all effort is being put into getting the Public Defender up and running. The implementation date of June 18th will not be realized. Implementation is now being set for the week of July 16th.
- 06/07 *** DefenderData continued to complete requested modifications.

CITY EQUIPMENT MANAGEMENT

Project Manager: Scott Zimmerman/Mark Wieting
Analyst: Chad Peters

August 9, 2007

Project Description:

Public Works has been looking to replace their current Equipment Management system, which is a purchased package incorporating VSAM files. A new system, to be written by Information Services will use browser based screen presentation with DB2 on the mainframe as the database manager. It will include modules of Units/Equipment, Parts/Inventory, Repair Orders, Gas/Fuel, Billing, and Depreciation/Replacement. It will also allow for participation of other agencies, specific targets being Police Garage, Fire Department, StarTran, and Lancaster County Maintenance, if they so desire. Where feasible and practical, it shall make use of wireless technologies, bar codes/scanners, remote and internet access.

Current Events:

07/07 * The display only versions of all screens were completed and the customer review was set for early August.

Future Events:

08/07 * Customer testing of the display screens will be done and we will get feedback from this process. Additional changes will be completed as a result. In the meantime, those screens we feel comfortable about not needing changes will start to have the programming for the update/delete portion.

History:

01/07 * Meetings were held to review the current system and to discuss bottlenecks, desired new features, and flow of information between modules. Interviews were held for Units, Parts, Repair Orders, and Gas/Fuel. Notes from these meetings are being assembled to be used in a Requirements Document.

02/07 * Interviews continued for Billing, Budgeting, and Depreciation. Also, scheduled meetings with the other agencies to get their input of additional features. Work was started on the Requirements document. Interviews were completed for all modules, but some will require additional follow up meetings.

- 03/07 *** The interview process for all modules was completed and work began on the requirements. The team met with County Maintenance, Fire Department, Police Garage, and StarTran to get an idea of how they are handling equipment and maintenance, and to check out their interest in being included in this project. They also downloaded a trial copy of fleet management software from RTA to evaluate and plan on downloading another sample from IMS.
- 04/07 *** The SRD document was completed and will be sent to the customer for approval in early May. We will be scheduling a demonstration of the software produced by RTA in the near future. Database table design was finalized and work began mapping data from the old files to the new tables.
- 05/07 *** The database mapping was completed and a full conversion of production data was performed successfully. We met with members of Fleet Services and they have expressed their desire that I.S. develop the new system as opposed to a purchased package. The screens for maintaining the validation tables have been completed and work has begun on the Repair Orders and Vehicle master screens.
- 06/07 *** It was decided that the team would code the inquiry portion of all screens to use as a prototype for the system. All but 3 programs have been completed in this fashion. When these are totally done, they will be presented to the customer for testing and feedback.